



# Status Reports

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## General information about status reports

### Area of application

This description of the status reports is valid for the print components of all the devices listed in the header bar and their options.

### Display of status reports

During operation, tests are continually carried out to determine whether a malfunction has occurred. If a malfunction is detected, the corresponding status report appears on the display.

64-xx / ALX 92x / DPM only: If the parameter *SYSTEM PARAMETER > Signal/buzzer* is set to *On*, an additional tone signal is given.

The status can be requested using the serial interface (see Easy-Plug command *#Xn*).

#### Display

The status report shown on the display is assembled as follows:

Status	xxxx
TextTextTextTextTextTextTe	

- **Status:** Is replaced by either „PrintStatus“ or „QueueStatus“.
  - *PrintStatus* means, the error is caused by malfunction of the printer, independent of the sent print job. This is a message of the printer control.
  - *QueueStatus* means, the error is caused by a faulty Easy-Plug command in the print job. This is a message of the Easy-Plug interpreter.
- **xxxx** signifies a status number in the range from 0001 to 9999. Using this number the user can look up the status of the printer in the following directory of status reports.
- **TextTextTextText** stands for a short display text which belongs to each status number. In many cases, the status of the printer can be identified just on the basis of this short display text.

More detailed information about the status reports and any measures which may need to be taken is given in the descriptions of the status reports which follow the list of status reports.

#### Example

PrintStatus	8704
IDM Init. Error	

### Acknowledging status reports

#### Self-acknowledging

Self-acknowledging status reports only show an event taking place in the device, and are simply for informing the operator about this event. The message appears for a short period on the display and is accompanied by a short signal tone. The device continues to operate without any intervention from the user.

||||→ Pay attention to each message in order to punctually prevent malfunctions.

## Acknowledging

Status reports which are to be acknowledged must be confirmed by the operator as the activating event or malfunction endangers normal operation. The message appears on the display for so long until the malfunction has been corrected and acknowledged with the Enter button. A short signal tone is also given when the message appears.

## Disabling

Messages which are shown following serious errors. This condition can be ended with a "warm start" (press Cut+Online+Feed buttons) or by switching off the printer.

<b>Self-acknowledging</b>	Header not underlined
<b>Acknowledging</b>	Header underlined once
<b>Disabling</b>	Header underlined twice

*Tab. 1: The way of acknowledgment, a status message requires, can be detected by the text format used for the header. The gravity of a status message increases with the number of underlines.*

## General software errors

Errors in the firmware can never be completely ruled out. Such errors are described in the error directory as "General software errors". They can only be corrected by the manufacturer.

||||→ If errors which are described in the error directory as "General software errors" repeatedly occur, please notify the manufacturer, quoting the error number and the circumstances in which the error occurred.

## Unspecific errors

Some errors can have more than one cause. To be able to find the specific reason for such an error, it is important that it can be reproduced.

||||→ Send the layout and/or the print job, which makes this status message appear, to the manufacturer.

Our Technical Support will try hard to find a solution by reproducing the situation which triggered the error.

## Not listed status reports

Some status reports are not shown in the list of status reports. They provide developers of the printer firmware and trained service personnel with information about special conditions, particularly with regards to the printer firmware.

||||→ If your printer displays status reports which are not included in the following list, please refer to the authorised service office. Make a note of the status number and the circumstances in which the message occurred.

## **Listing of all Status reports**

### **1000 No new command**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section "General software errors".

### **1001 Parameter Table**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section "General software errors".

### **1002 Comm. sorting**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section "General software errors".

### **1003 Too many slashes**

**Status** General software error

**Measure** ○ Please read the notes in section "General software errors".

### **1004 Slash w/o param.**

**Status** General software error

**Measure** → Acknowledge by pressing the on-line button.  
○ Please read the notes in section "General software errors".

### **1005 2 same commands**

**Status** General software error

**Measure** → Acknowledge by pressing the on-line button.  
○ Please read the notes in section "General software errors".

**1006 Letter incorrect****Status** General software error: self-acknowledging**Measure**  Please read the notes in section "General software errors".**1007 Command incorr.****Status** Unknown command.**Measure**  Check Easy Plug sequence.**1008 Subcomm. incorr.****Status** Unknown letter in a subcommand.**Measure**  Check Easy Plug sequence.**1009 Param. tab inc.****Status** General software error**Measure**  Acknowledge by pressing the on-line button. Please read the notes in section [General software errors](#).**1010 #ER x #Q !****Status** One or more illegal commands between #ER and #Q.**Measure**  Check transmitted Easy Plug sequence. Notes about using Easy Plug commands can be found in the Easy Plug manual.**1011 #ER missing****Status** One or more format commands without leading #ER (self-acknowledging)**Measure**  None. The command is still carried out. Notes about using Easy Plug commands can be found in the Easy Plug manual.**1012 #M x #Q !****Status** One or more illegal commands between #M and #Q.**Measure**  Check Easy Plug sequence. Notes about using Easy Plug commands can be found in the Easy Plug manual.**1013 Comm. flag inc.****Status** General software error**Measure**  Switch printer off and then back on again after thirty seconds. Please read the notes in section [General software errors](#).

**1014 Uninit integer**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**1015 Uninit float**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**1016 Uninit string**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**1017 Uninit descr**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**1018 Too many descr**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**1019 Uninit BCD para.**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please pay attention to the notes in chapter [General software errors](#).

**1020 Too much image**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please pay attention to the notes in chapter [General software errors](#).

**1021 Uninit image par**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please pay attention to the notes in chapter [General software errors](#).

**1022 Too many files****Status** General software error**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Pay attention to the notes in section [General software errors](#).**1023 Uninit File Para****Status** General software error**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please pay attention to the notes in chapter [General software errors](#).**1024 Com. too long****Status** General software error**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please pay attention to the notes in chapter [General software errors](#).**1025 Com twice there****Status** General software error**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please pay attention to the notes in chapter [General software errors](#).**1026 Comm. w/o. flag****Status** General software error**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**1027 Uninit parameter****Status** Parameter could not be initialised.**Measure** → Acknowledge by pressing the Online button.**1028 Parameter uninits****Status** General software error**Measure** → Acknowledge by pressing the Online button.  
○ Please read the notes in section [General software errors](#).**1029 Param. incorr.****Status** Incorrect parameter in the command.**Measure** → Check Easy Plug sequence.

**1030 Command incorr.**

**Status** Error during the command interpretation.  
**Measure** → Check Easy Plug sequence.

**1031 Too many slashes**

**Status** Too many parameters between two slashes.  
**Measure** → Check Easy Plug sequence.

**1032 Incorrect char.**

**Status** Parameter contains an invalid character.  
**Measure** → Check Easy Plug sequence.

**1033 Uninit flash par**

**Status** General software error  
**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section "General software errors".

**1034 Uninit restrict**

**Status** A „restricted string“ parameter could not be initialized.  
**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section "General software errors".

**1035 Uninit combi**

**Status** General software error. A combi parameter could not be initialized.  
**Measure** → Confirm by pressing the Online button.  
 Please read the notes in section "General software errors".

**1036 Wrong combi para**

**Status** General software error. A combi parameter could not be initialized.  
**Measure** → Confirm by pressing the Online button.  
 Please read the notes in section [General software errors](#).

**1037 Software error**

**Status** General software error  
**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

**1038 Software error**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

### **1087 OLV not active**

**Status**

OLV- specific Easy Plug commands have been used (#OLVI or #OLVD), *without* having set the printer to OLV use at first.

**Measure**

- Set the printer to OLV use.
- See parameter *INTERF. PARAM >COM2 PORT >Function Option*.

### **1088 No realtimeclock**

**Status**

RTC-specific Easy Plug commands have been used (#YS or #YC), *without* having a RTC installed.

**Measure**

- Install a RTC.
- For details refer to the Service Manual, topic section "General Service", chapter "Assembling accessories" / "Option board".

### **1089 Seek Fkt. Error**

**Status**

General software error. An error occurred while processing the function „seek“ in the internal file system of the printer.

**Measure**

- Confirm by pressing the Online button.
- Please read the notes in section "General software errors".

### **1090 Incomplete Job**

**Status**

The actual print job was not terminated by the #Q command. In other words, after a start command #ER for a label format follows another #ER command without the first format being terminated by #Q.

**Measure**

- Confirm by pressing the Online button.
- Terminate the print job with a #Q command.

### **1091 Wrong var field**

**Status**

An error occurred while interpreting the text string of a variable data field. The error could e.g. be caused by a #YT or a #YB command (Easy Plug). Self-acknowledging error.

**Measure**

- Check the text strings of variable data fields.

### **1092 Rename file**

**Status**

General software error

**Measure**

- Please read the notes in section [General software errors](#).

### **1093 Delete file**

**Status**

File cannot be deleted.

**Measure** → Check whether the file name is written correctly; check whether the file is write-protected.

#### **1094 More than 3 figs**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

#### **1097 Out of memory**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

#### **1099 File end**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

#### **1110 Opening Bracket**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

#### **1111 Closing Bracket**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

#### **1112 Para: No Value**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

#### **1113 No Default Value**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.  
 Please read the notes in section [General software errors](#).

**1114 < Limit value**

**Status** A sent Easy Plug command contains a value which exceeds the admissible range at the bottom limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/-1/. The value -1 has been assigned to the parameter d. Admissible for d are the values 0, 1, 2, 3. Therefore, -1 exceeds the value range at the bottom limit.

**Measure** → Check the Easy Plug command on admissible values and correct them if necessary.

**1115 > Limit value**

**Status** A sent Easy Plug command contains a value which exceeds the admissible range at the top limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/5/. The value 5 has been assigned to the parameter d. Admissible for d are the values 0, 1, 2, 3. Therefore, 5 exceeds the value range at the top limit.

**Measure** → Check the Easy Plug command on admissible values and correct them if necessary.

**1120 Incorr. logo no.**

**Status** Logo no. is invalid because it is outside of the address field. (self-acknowledging)

**Measure** → Check whether the logo no. has been given as being smaller than 0 (zero) or larger than 255.

**1121 Logo exists**

**Status** Logo already exists.

**Measure** → Change the designation of the logo; repeat saving.

**1122 Creating logo**

**Status** General software error

**Measure** ○ Please read the notes in section "General software errors".

**1123 Rename logo**

**Status** General software error

**Measure** ○ Please read the notes in section "General software errors".

**1124 Logo file**

**Status** General software error

**Measure** ○ Please read the notes in section "General software errors".

**1125 Delete error**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section "General software errors".

**1126 File creation**

**Status** A file could not be created. The error may e.g. be caused by a faulty filename or by too less printer memory.

**Measure**

- Check all used filenames for length, applied characters, etc. Change the name if faulty.
- Check the printer for enough memory.

**1127 File format**

**Status** A file name doesn't match the (DOS-) filename convention.

**Measure**

- Check all used filenames for length, applied characters, etc. Change the name if faulty.

**1128 File exists**

**Status** A file is ought to be loaded into the printer memory via #DF command. The command was used without adding the parameter "O" for "Overwrite", but a file already exists under the given name.

**Measure**

- Rename one of both files or set the parameter "O".

**1130 Float overflow**

**Status** Number of figures is too high for a floating comma variable.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Reduce the number of figures.

**1131 Combi overflow**

**Status** Number of figures is too high for a combi variable.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Reduce the number of figures.

**1140 Line too long**

**Status** Error during conversion from EPT into BIN: permitted line length exceeded.

**Measure**

- Reduce line length.

**1141 Para. incorr. Bi**

**Status** Error during processing of a Bit Image parameter.

**Measure**

- Acknowledge by pressing the on-line button.

**1150 Integer overflow**

**Status** Too many figures for an integer variable.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Reduce the number of figures.

**1160 String too long**

**Status** A string parameter exceeds the maximum string length of 256 characters (1024 characters in 2-dimensional bar codes respectively).

**Measure**

- Reduce the number of characters in the string.

**1170 X Pos > width**

**Status** X position exceeds permitted maximum value.

**Result** The previously set print offset is retained.

**Measure**

- Reduce value for X position.

**1171 X Pos < zero**

**Status** Value for X position < zero.

**Result** The previously set print offset is retained.

**Measure**

- Check value for X position for signs.

**1172 Y Pos > length**

**Status** Y position exceeds the label length.

**Result** The previously set print offset is retained.

**Measure**

- Reduce value for Y position.
- Select a longer label.

**1173 Y Pos < zero**

**Status** Value for Y position < zero.

**Result** The previously set print offset is retained.

**Measure**

- Check value for Y position for signs.

**1174 Max width: right**

**Status** Maximum label width, right, reached. Elements such as character, line or logo do not fit into the physical print format (self-acknowledging)

**Result** Only elements which completely fit into the print format are printed.

**Measure**

- Alter value for width or position of elements.

**1175 Max width: left**

**Status** Maximum label width, left, reached. Elements such as character, line or logo do not fit into the physical print format (self-acknowledging)  
**result** Only elements which completely fit into the print format are printed.  
**Measure** → Alter value for width or position of elements.

**1176 Max length: top**

**Status** Maximum label length, top, reached.  
**Measure** → Correct label layout: use shorter label length.

**1177 Max length: bot.**

**Status** Maximum label length, bottom, reached.  
**Measure** → Correct label layout: use shorter label length.

**1178 x Dots < zero**

**Status** Bit Image:  
**Measure** → Switch printer off and then back on again after thirty seconds.

**1200 GetRLE reset st**

**Status** (number of bytes) \* (number of lines) does not correspond to the file length.  
**Measure** → Switch printer off and then back on again after thirty seconds.

**1201 GetRLE error st**

**Status** GetRLE byte has error status.  
**Measure** → Switch printer off and then back on again after thirty seconds.

**1210 itoa Short Strin**

**Status** General software error  
**Measure** ○ Please read the notes in section [General software errors](#).

**1240 New FS>E**

**Status** General software error  
**Measure** ○ Please read the notes in section [General software errors](#).

**1241 New Read Pointer**

**Status** Faulty memory assignment for print jobs.  
**Measure** ○ Please read the notes in section [Unspecific errors](#).

**1242 New FE in job**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1243 New delete order**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1244 New wrong pos.**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1245 New no space**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1246 New HP no space**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1247 Out of memory**

**Status** Faulty memory assignment for print jobs.

**Measure**  Please read the notes in section [Unspecific errors](#).

**1260 TimeDate string**

**Status** General software error

**Measure**  Acknowledge by pressing the on-line button.

Please read the notes in section "General software errors".

**1270 #-comm. invalid**

**Status** General software error

**Measure**  Please read the notes in section "General software errors".

**1272 Wrong #!..**

**Status** Faulty use of the immediate command "#!A..". The specified parameter value exceeds the admissible value range (0 to 31).

**Measure**  Specify an admissible parameter value.

**1273 Wrong #!C..**

**Status** Faulty use of the immediate command "#!C..". The specified parameter value exceeds the admissible value range (A, F).

**Measure** → Specify an admissible parameter value.

**1276 #!P wrong number**

**Status** Faulty use of the immediate command "#!P..". The specified parameter value exceeds the admissible value range (0 to 31).

**Measure** → Specify an admissible parameter value.

**1277 Wrong #!S..**

**Status** Faulty use of the immediate command "#!S..". The specified parameter value exceeds the admissible value range (P, R).

**Measure** → Specify an admissible parameter value.

**1278 Wrong #!X..**

**Status** Faulty use of the immediate command "#!X..". The specified parameter value exceeds the admissible value range (S, B, P).

**Measure** → Specify an admissible parameter value.

**1279 #!X wrong number**

**Status** Faulty use of the immediate command "#!X..". The specified parameter value exceeds the admissible value range.

**Measure** → Specify an admissible parameter value.

**1282 Spooler FB > L**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.

○ Please read the notes in section "General software errors".

**1284 Wrong #!R..**

**Status** Invalid immediate command (self-acknowledging)

**Measure** → None. The command is ignored.

**1285 #!-comm. incorr.**

**Status** Faulty use of the immediate command "#!..!". The specified letter is unknown.

**Measure** → Specify an admissible letter.

**1290 Label limit**

**Status** Value for x or y position exceeds the label limit.

**Measure** → Reduce the value for the x or y position.

### **1291 Draw field**

**Status** Function call, drawing object, unsuccessful.

**Measure** →

### **1300 Invalid Command**

**Status** General software error

**Measure** ○ Please read the notes in section [General software errors](#).

### **1301 Table full**

**Status** General software error

**Measure** ○ Please read the notes in section [General software errors](#).

### **1310 Wrong Field ID**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1320 No Default Value**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1321 Bar Code Object**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1322 Logo Object**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1323 Line Object**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1324 Rectangle Object**

**Status** The error can have several causes.

**Measure** ○ Please read the notes in section [Unspecific errors](#).

### **1325 Truedoc Object**

**Status** The error can have several causes.

**Measure**  Please read the notes in section [Unspecific errors](#).

### **1326 Fix Field Creati**

**Status** The error can have several causes.

**Measure**  Please read the notes in section [Unspecific errors](#).

### **1327 Update Field Cre**

**Status** The error can have several causes.

**Measure**  Please read the notes in section [Unspecific errors](#).

### **1328 Var Field Creati**

**Status** The error can have several causes.

**Measure**  Please read the notes in section [Unspecific errors](#).

### **1329 Count Field Crea**

**Status** The error can have several causes.

**Measure**  Please read the notes in section [Unspecific errors](#).

### **1330 Create clk. field**

**Status** General software error

**Measure**  Please read the notes in section "General software errors".

### **1331 Field type inv.**

**Status** Invalid field type

**Measure** → Acknowledge by pressing the Online button.

### **1332 Field length inc.**

**Status** General software error

**Measure** → Switch printer off and then back on again after thirty seconds.

Please read the notes in section "General software errors".

### **1333 Logo not there**

**Status** Selected logo does not exist.

**Measure** → Check file name / existence of the logo.

### **1334 #YV Data incorr.**

**Status** Illegal entries for a #YV field (variables data field).

**Measure** → Acknowledge by pressing the Online button.

→ Correct data.

- Notes about using Easy Plug commands can be found in the Easy Plug manual.

### **1335 #YV Field cont.**

**Status** Content of the #YV field (variables data field) could not be pasted.

**Measure**

- Acknowledge by pressing the Online button.
- Notes about using Easy Plug commands can be found in the Easy Plug manual.

### **1336 #YV no. incorr.**

**Status** #YV field (variables data field) with the given no. not found.

**Measure**

- Acknowledge by pressing the Online button.
- Check the number of the #YV field.
- Notes about using Easy Plug commands can be found in the Easy Plug manual.

### **1390 Web width zero**

**Status** The printer was set to printing several label rows (Easy Plug command #ER,  $n > 1$ ); but the label width was by fault set to zero ( $b = 0$ ).

**Measure**

- Correct the #ER command regarding the setting of parameter b.
- Notes about using Easy Plug commands can be found in the Easy Plug manual.

### **1391 Web > Width**

**Status** The printer was set to printing several label rows (Easy Plug command #ER,  $n > 1$ ); but both or one of the parameters n and b are set in a way that  $n * b$  (label row width \* no. of rows) exceeds the material width.

**Measure**

- Correct the #ER command regarding the setting of parameters n and b.
- Notes about using Easy Plug commands can be found in the Easy Plug manual.

### **1392 Job memory full**

**Status** The error can have several causes.

**Measure**

- Please read the notes in section [Unspecific errors](#).

### **1393 Job struct creat**

**Status** The error can have several causes.

**Measure**

- Please read the notes in section [Unspecific errors](#).

### **1394 Invalidation**

**Status** General software error

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section "General software errors".

### **1395 Label too wide**

**Status**

A printjob contains an #M-command which sets the label width to a measure exceeding the maximum print width. The maximum print width depends on the printer type.

- Refer to the user manual, topic section „Specifications“ for the maximum label width.

**Measure**

- Reduce the label width set by the #M-command in the concerned print job, until the label width matches the maximum print width.

### **1396 Label too long**

**Status**

Label length setting exceeds the maximum label length. The maximum label length depends on the memory configuration of the printer.

- The info-printout „Memory Status“ shows among other data the maximum label length. Read more about info-printouts in topic section „Info-Printouts and Parameters“.

**Measure**

- Reduce the label width setting.

### **1470 X-Offset**

**Status**

The x-position of a layout element (graphics, text, ...) is beyond the label margin. The element is shifted automatically to the first admissible position at the correct side of the margin.

**Measure**

- Check the x-positions of the layout elements and change them, if necessary.

### **1471 Y-Offset**

**Status**

The y-position of a layout element (graphics, text, ...) is beyond the label margin. The element is shifted automatically to the first admissible position at the correct side of the margin.

**Measure**

- Check the y-positions of the layout elements and change them, if necessary.

### **3000 RS232 Overrun**

**Status**

Receive error at the RS232 interface *COM1* (overrun).

**Measure**

- Acknowledge by pressing the Online button.

### **3001 RS232 Parity**

**Status**

Receive error at the RS232 interface *COM1* (parity).

**Measure**

- Acknowledge by pressing the Online button.
- Check parameter setting at printer (INTERF. PARA./Parity) and PC.

- Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

### **3002 RS232 Frame**

**Status** Receive error at the RS232 interface *COM1* (frame).

**Measure**

- Acknowledge by pressing the Online button.
- Check parameter setting at printer (INTERF. PARAM./Baud rate, stop bits) and PC.
- Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

### **3003 RS232 Overrun**

**Status** Receive error at the RS232 interface *COM2* (overrun).

**Measure**

- Acknowledge by pressing the Online button.

### **3004 RS232 Parity**

**Status** Receive error at the RS232 interface *COM2* (parity).

**Measure**

- Acknowledge by pressing the Online button.
- Check parameter setting at printer (INTERF. PARA./Parity) and PC.
- Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

### **3005 RS232 Frame**

**Status** Receive error at the RS232 interface *COM2* (frame).

**Measure**

- Acknowledge by pressing the Online button.
- Check parameter setting at printer (INTERF. PARAM./Baud rate, stop bits) and PC.
- Notes about setting the printer parameters are given in the chapter "Info Print-outs and Parameters" in the User Manual.

### **3010 Spooler Overflow**

**Status** Fault which is caused by a faulty handshake at a serial or (not very likely) Centronics interface. The consequence is an overflowing data buffer at the printer, because the host doesn't stop to send data to the printer.

**Measure**

- Acknowledge by pressing the Online button.
- Check the connections of the data line, especially the signal wires belonging to the handshake.

**3011 Send buffer full**

**Status** The send buffer is full. This error may happen, if the printer status was requested several times (#!Xn), but the status reply was not read out.

**Measure** → Make sure that the status reply is read out.

**4100 No OLV data**

**Status** The OLV found out, that the bar code type and/or the bar code data, which was just printed and read, doesn't match the bar code specified in the print job. The error may have one of the following causes:

- OLV is not connected/switched on
- The bar code has not been printed
- The bar code has been printed poorly, so that the OLV can not detect it.

**Measure**

- Check, if the OLV is connected correctly
- Check the printout quality. If the printout is poor, change the print parameters and/or use a different material/ribbon-combination.
- Make a dot check. May be, that a dot is defective, which was ought to print an important line of the bar code.
- If the bar code has not been printed at all: check the print job.

**4101 OLV limit exceed**

**Status** The read bar code exceeds a user-specified limit. The limits, e.g. contrast or readability, can be set via the parameter menu or via Easy Plug command.

**Measure**

- Check the printout quality.
- Change the limit.
- Eventually modify the print parameters or the material/ribbon combination.

**4103 OLV barcode type**

**Status** The OLV found out, that the bar code type, which was just printed and read, doesn't match the bar code specified in the print job.

**Measure** → Check the printout.

**4104 OLV Timeout**

**Status** General software error

**Measure** ○ Please read the notes in section [General software errors](#).

## 4105 No OLV response

**Status** This error may occur shortly after switching on the printer with the OLV device already switched on. It indicates, that the OLV version number was not successfully read.

Possible causes are:

- Wrong connection cable between OLV and printer
- Faulty interface parameter setting for Com2
- Power supply of the OLV interrupted or not available
- Defective I/O board (Com2)

**Measure** → Check the possible causes of failure and exchange defective parts.

## 4106 OLV Software

**Status** General software error

**Measure** ○ Please read the notes in section [General software errors](#).

## 5000 Bus device

**Status** One of the devices connected to the I<sup>2</sup>C bus (e.g. output stage boards) does not respond. This message appears mostly first in a sequence of two or three status messages, which help to isolate the error source.

**Measure** → Acknowledge by pressing the Online button.

→ Switch printer off and back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**Example** The parameter "SYSTEM PARAMETERS/ Periph. device" is set to "Cutter" without an output stage board for a cutter being installed. The following status messages appear one after another:

1. Status 5000 Generally tells, that something went wrong  
Bus device with I<sup>2</sup>C bus communication.

→ Press Online button.

2. Status 5005 Either no output stage board is prepared to  
Knife-fault drive a cutter, or the I<sup>2</sup>C bus data cable is not  
connected to the output stage board (this  
message appears only in one of those two  
cases, alternative status messages see Tab.  
2:)

→ Press Online button.

3. Status 5020 Time limit exceeded without getting an answer  
I2C Timeout 4 from device no. 4 (4 =Cutter, see 0)  
(alternative status messages see Tab. 3:)

→ Press Online button

One of the following status messages may follow second:

Status #	Text	Missing output stage for the following device:
<a href="#">5005</a>	Knife-fault	Cutter motor
<a href="#">5006</a>	Head-fault	Print head liftmotor
<a href="#">5007</a>	Material feed	Feed motor
<a href="#">5008</a>	Ribbon end	Ribbon motor

Tab. 2: Those status messages indicate, that the device is not connected to the I<sup>2</sup>C bus.

Third may follow one of the status messages listed below:

Status #	Text
<a href="#">5020</a>	I2C Timeout xx
<a href="#">5021</a>	I2C Conf. xx
<a href="#">5022</a>	I2C Busy xx
<a href="#">5023</a>	I2C LAB xx
<a href="#">5024</a>	I2C BER xx
<a href="#">5025</a>	I2C Polling xx

Tab. 3: Status messages, which help to further locate the I<sup>2</sup>C bus error. xx =Device ID of the concerned device (see 0)

#	Device	64-xx	DPM	ALX 92x	AP 5.4	TTK-32
0	CPU	X	X	X	X	X
1	Feed motor	X				X
2	Foil motor	X				
3	Printhead motor	X				X
4	Peripheral motor	X				X
5	Dispenser motor	X				
6						X
8	Rewinder (internal)			X	X	
12	USI board	X	X	X		
13	AI board		X	X		
15	I/O board				X	

Tab. 4: Assignment of device IDs as used in status messages related to the I<sup>2</sup>C bus.

## 5001 No gap found

**Status** No gap found or several blank labels fed.

**Measure**

- Acknowledge by pressing the Online button.
- Check the print mask for gap definition (material length).
- Check whether the correct material has been inserted.
- Check that the photoelectric switch is clean.
- Check material feed and position of photoelectric switch.

- Check sensitivity of the photoelectric switch (Parameter "SYSTEM PARAMETERS/ Sens. punch-LS"). Materials providing a poor contrast between label and backing paper or between reflex mark and label require a higher sensitivity setting.
- After confirmation using the Online button, the material is fed forward automatically and the next gap is sought.

## **5002 Material end**

**Status** Material end. Material no longer in the gap LS.

**Measure**

1. Press Online button in order to acknowledge the status report.  
Display: *OFFLINE x JOBS*
2. Insert material and check the position of the photoelectric switch, correct if necessary.
3. Press Online button: processing of the job continues, gap is reinitialised.

## **5003 Cover open**

**Status** 64-xx / DPM / ALX 92x: *Cover open*

Housing cover is open. Opening the cover causes all other eventually waiting status messages (e.g. ribbon end) to be deleted and the "Cover open" message immediately to be displayed. Closing the cover automatically acknowledges the message.

AP 4.4 / 5.4: *Printhead pressure lever open*

The printhead pressure lever was opened, during:

- the feeding of material or
- printing.

The error message is automatically acknowledged with the closing of the printhead pressure lever.

**Measure** → Close the cover or printhead lever respectively.

## **5004 Rewinder mat. tear**

**Status** Label material at the backing paper rewinder is torn off.

The AP 5.4 Dispenser shows this message also if the backing paper sleeve was too large during material initialization; the backing paper web could not be tightened.

**Measure**

- Acknowledge by pressing the Online button.
- Secure label material to the rewinder.

## **5005 Knife-fault**

**Status** Faults at the cutter.

**Measure** → Acknowledge by pressing the Online button.

**5006 Head-fault**

**Status** Print head lifting malfunction (head sensor).

**Measure** → Check whether dirt is preventing the head contact lever from moving freely, if necessary clean.

→ **If not successful, call Service.**

**5007 Material feed**

**Status** Fault at the material feed.

**Measure** → Acknowledge by pressing the Online button.

**5008 Ribbon end**

**Status** Ribbon end

**Measure** • When using thermal printing:

1. Check whether the parameter SYSTEM PARAMETER/Ribbonautoecon. is set to "deactivated".
2. Acknowledge by pressing the Online button.
3. Switch off the ribbon end detection, parameter: SYSTEM PARAMETER/Ribbonautoecon.
4. Press the Online button: processing of the job continues, gap LS is reinitialised.

• When using heat transfer printing:

Measure 1

1. Tighten ribbon or set the spring plate on the ribbon unwind mandrel so that the ribbon core turns the mandrel with it and the ribbon core can still be removed.
2. Press the Feed button in order to acknowledge the status report.  
Display: OFFLINE x JOBS
3. Press the Online button: processing of the job continues, gap LS is reinitialised.

Measure 2

1. Press the Cut button to deactivate the acoustic signal.
2. Press the Feed button in order to acknowledge the status report.  
Display: OFFLINE x JOBS
3. Insert a new ribbon.
4. Press the Online button: processing of the job continues, gap LS is reinitialised.

**5009 USI start error**

**Status** This status message can only be triggered with activated parameter "DP INTERFACE/ Start error stop". It occurs, if another start signal is given while printing a label.

**Measure** → Acknowledge by pressing the Online button. Press the Feed button afterwards to proceed with the print job.

**5010 Paper jam**

**Status** "Paper jam" shows up, if the automatic paper jam detection was triggered.

**Measure** → Acknowledge by pressing the Online button.  
→ In case of false triggering, increase the setting of the paper jam level.  
○ See parameter *SERVICE FUNCTION >Paper jam level*.

**5012 Delete H8 loader**

**Status**

**Measure** → Acknowledge by pressing the Online button.

**5013 Prog H8 loader**

**Status**

**Measure** → Acknowledge by pressing the Online button.

**5014 Power**

**Status**

**Measure** → Acknowledge by pressing the Online button.

**5015 Scanner**

**Status** Faults at the scanner.  
The scanner is tested during printer initialization by switching it on for a moment. A properly working scanner will afterwards send a reply signal to the printer. A missing reply signal provokes the status message. The missing of the reply signal can have several reasons.

**Measure** → Acknowledge by pressing the Online button.  
→ Red scanner LED lights up? – If not, there is a lack of power supply. Check, if the scanner connection cable is plugged in correctly and if the connection cable is damaged.  
→ Yellow scanner LED lights up shortly after switching the printer on. – If not, the scanner test was faulty.

## **5016 ALX Rewinder**

<b>Status</b>	(Only ALX 92x) The output stage board belonging to the Rewinder motor is not connected or damaged.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Check, if the board is connected properly.</li> <li>→ Exchange the board to verify if it is damaged.</li> </ul>

## **5017 Power Supply**

<b>Status</b>	Communication fault of the power supply during the running of the service function "Head dot test".  The power supply didn't succeed in switching to the dot check mode (that is, reducing the head voltage to 10 V). Also in this case, temporary disturbances on the measurement line of the H8 processor, caused by the power supply, are a possible reason. Even if the switchover is defective (the status message is displayed continuously), can the printer be used in normal operation mode.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Acknowledge by pressing the Online button.</li> <li>→ Try again. If the error message continues to appear, exchange the power supply.</li> <li>○ For detailed information refer to the appropriate service manual, topic section "General Service", chapter "Connections and electrics", "Powerpack".</li> </ul>

## **5018 Dot check area**

<b>Status</b>	A value is measured at the AD transformer, which should not occur with a proper working printer. That means, the current measurement circuit inside the power supply delivers a value which is too high. This can be a sporadically occurring fault of the power supply (noise voltages) or a durable defect. Another possibility is, that a dot of the printhead has a much too low resistance – a rather unlikely option, because this dot would be quickly overheated while printing, what would damage it and lead to a high resistance.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Acknowledge by pressing the Online button.</li> <li>→ Try again. If the error message continues to appear, please contact the manufacturer.</li> </ul>

## **5020 I<sup>2</sup>C Timeout xx**

<b>Status</b>	Timeout error during communication via the I <sup>2</sup> C bus with the device xx.
	<ul style="list-style-type: none"> <li>○ For information on the assignment of device IDs, refer to <a href="#">Q</a> on page 27.</li> </ul>
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.</li> </ul>

**5021 I2C Conf. xx**

**Status** Confirmation error during communication via the I<sup>2</sup>C bus with the device xx.

- For information on the assignment of device IDs, refer to [0](#) on page 27.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**5022 I2C Busy xx**

**Status** Error during communication via the I<sup>2</sup>C bus with the device xx. Device always reports that it is busy.

- For information on the assignment of device IDs, refer to [0](#) on page 27.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**5023 I2C LAB xx**

**Status** Error during communication via the I<sup>2</sup>C bus with the device xx.

- For information on the assignment of device IDs, refer to [0](#) on page 27.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**5024 I2C BER xx**

**Status** Error during communication via the I<sup>2</sup>C bus with the device xx.

- For information on the assignment of device IDs, refer to [0](#) on page 27.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**5025 I2C Polling xx**

**Status** Polling error during communication via the I<sup>2</sup>C bus with the device xx.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**5051 Barcode Infeed 1**

**Status** (TT4 only) Error while reading the bar code on the material in infeed 1

**Measure**

- Check, whether material in infeed 1 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.
- Check, whether the bar code print is erroneous on material in infeed 1. Exchange material, if necessary.

**5052 Barcode Infeed 2**

**Status** (TT4 only) Error while reading the bar code on the material in infeed 2

**Measure**

- Check, whether material in infeed 2 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.
- Check, whether the bar code print is erroneous on material in infeed 2. Exchange material, if necessary.

## **5053 Barcode Infeed 3**

**Status** (TT4 only) Error while reading the bar code on the material in infeed 3

**Measure**

- Check, whether material in infeed 3 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.
- Check, whether the bar code print is erroneous on material in infeed 3. Exchange material, if necessary.

**5054      Barcode Infeed 4**

**Status** (TT4 only) Error while reading the bar code on the material in infeed 4

**Measure**

- Check, whether material in infeed 4 is inserted correctly. The bar code must be in front (in advance direction) on the material bottom. Insert material correctly, if necessary.
- Check, whether the bar code print is erroneous on material in infeed 4. Exchange material, if necessary.

**5055 Infeed 1 empty**

**Status** (TT4 only) While initializing, TT4 reports no material in infeed 1.

→ Precondition for this status message is, that parameter „SYSTEM PARAMETERS / w/wo magazine“ is set to „with“.

**Measure** → Check, if the material in infeed 1 is loaded correctly, respectively if it's loaded at all. Acknowledge by pressing the Online button.

**5056 Infeed 2 empty**

**Status** (TT4 only) While initializing, TT4 reports no material in infeed 1.

→ Precondition for this status message is, that parameter „SYSTEM PARAMETERS / w/wo magazine“ is set to „with“.

**Measure** → Check, if the material in infeed 1 is loaded correctly, respectively if it's loaded at all. Acknowledge by pressing the Online button.

**5057 Infeed 3 empty**

**Status** (TT4 only) While initializing, TT4 reports no material in infeed 1.  
 → Precondition for this status message is, that parameter „SYSTEM PARAMETERS / w/wo magazine“ is set to „with“.

**Measure** → Check, if the material in infeed 1 is loaded correctly, respectively if it's loaded at all. Acknowledge by pressing the Online button.

**5058 Infeed 4 empty**

**Status** (TT4 only) While initializing, TT4 reports no material in infeed 1.  
 → Precondition for this status message is, that parameter „SYSTEM PARAMETERS / w/wo magazine“ is set to „with“.

**Measure** → Check, if the material in infeed 1 is loaded correctly, respectively if it's loaded at all. Acknowledge by pressing the Online button.

**5060 Stacker full**

**Status** Stacker (TCS) is full or cover is opened.

**Measure**

- Empty stacker.
- Close cover.
- If ST52 appears in spite of a closed cover and an emptied stacker, check the function of lid switch and microswitch.
- If not successful, call Service.

**5061 Dispenser motor**

**Status** The output stage board for the dispenser motor is not present or defective.

**Measure**

- Press the Online button to acknowledge.
- Check the output stage board for the dispenser motor and eventually exchange it.

**5062 Disp. lift motor**

**Status** The output stage board for the dispenser lift motor is not present or defective.

**Measure**

- Press the Online button to acknowledge.
- Check the output stage board for the dispenser lift motor and eventually exchange it.

**5063 Press roll**

**Status** Dispenser version: press roll is not closed.

**Measure** → Close the press roll.

**5064 Backing paper**

**Status** Happens with dispenser version printers: Shows up, when the diameter of the rewinded backing paper roll has become too large.

**Measure**

- Clear the rewinding mandrel.
- Press the Online button to acknowledge.

**5100 I2C timeout xx**

**Status** Error during the running of the "Sensor Test" service function.

**Measure**

- Acknowledge by pressing the Online button.
- Contact service technician.

**5101 Headadjust error**

**Status** Error during the running of the "Head Alignment" service function.

**Measure**

- Acknowledge by pressing the Online button.
- Contact service technician.

**5102 Dot Defective**

**Status** Defective dot detected during the running of the "Head dot test" service function.

**Measure**

- Acknowledge by pressing the Online button.

**5120 Home position**

**Status** The applied applicator cannot reach the home position; this can be caused by an impact from outside (e.g. extending it manually), which has moved the applicator. In those cases, the stepper motor loses steps and doesn't regain its home position.

Preconditions for this error to occur:

- The parameter *DP INTERFACE / Interface type* is set to *USI Applicator*.
- Internal inputs are enabled.

**Measure**

- Take care not to move the applicator by force.
- Acknowledge by pressing the Online button.

**5121 Touch down**

**Status** The applied applicator doesn't reach the Touch Down Position, what means that it extends completely without reaching any product or other resistance. .

Preconditions for this error to occur:

- The parameter *DP INTERFACE / Interface type* is set to *USI Applicator*.
- Internal inputs are enabled.

**Measure**

- Correct the applicator position. The applicator must reach the product before it is completely extended.
- Acknowledge by pressing the Online button.

## **5122 PLC not ready**

**Status**

The connected PLC is not on line.

Preconditions for this error to occur:

- The parameter *DP INTERFACE / Interface type* is set to *USI Applicator*.
- Internal inputs are enabled.

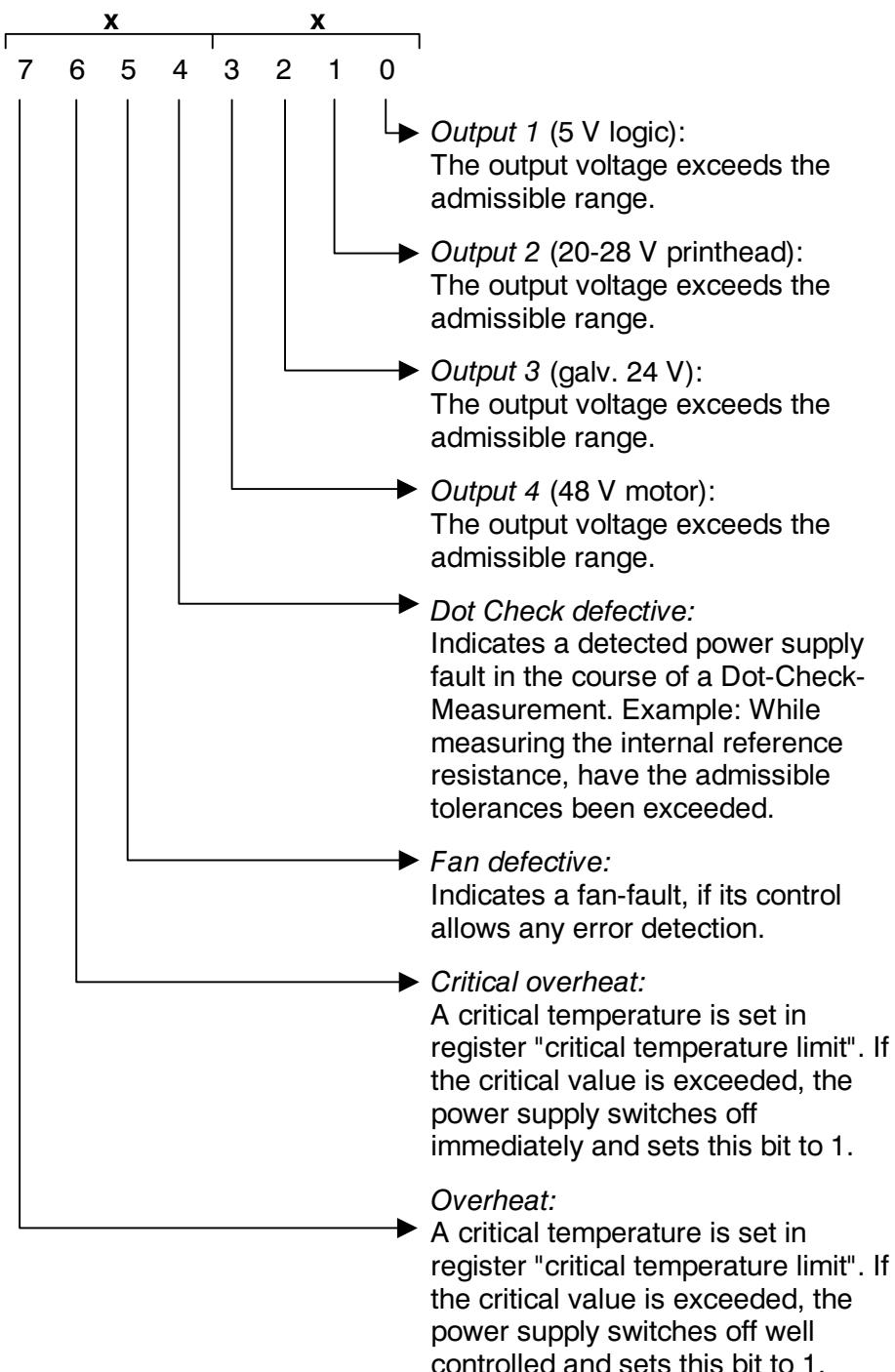
**Measure**

- Check if the PLC is powered on.
- Check if the PLC shows any error status.
- Acknowledge by pressing the Online button.

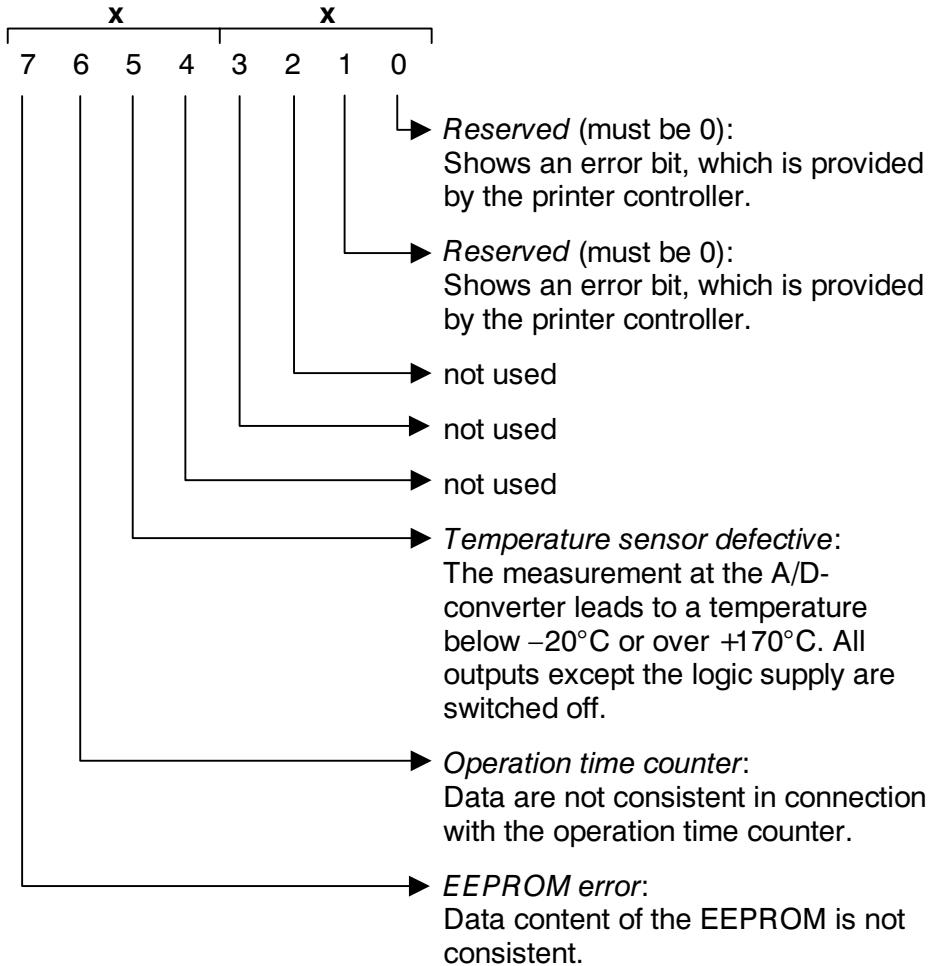
**5130 PSU xxxxxxxx****Status**

Failure of the power supply. "xxxxxxxx" = four byte long error code in hexadecimal form. Every bit stands for a certain status of the power supply. The bit is set to "1", if the status occurred.

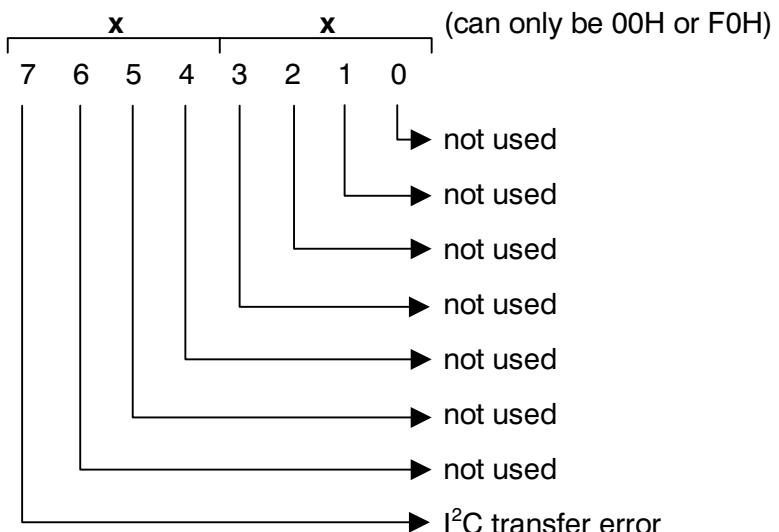
- Byte 1: xxxxxxxx



- Byte 2: **xxxxxxxx**



- Byte 3: **xxxxxxxx**



- Byte 4: **xxxxxxxx** (is not being used yet)

- Example: 0000F020 means: "EEPROM error" and "Fan defective".

**5150 No USI interface**

**Status** (DPM / ALX 92x only)  
 This error appears, if no USI is detected while the printer is powering up.

**Measure** → Check, if the USI is defective or not built in.

**5151 Applic. interf.**

Applicator interface

**Status** (DPM / ALX 92x only)  
 Neither Applicator Interface (AI), nor USI are connected to the device.

**Measure** → Connect a USI or AI to the device.

**5200 Home position**

**Status** The applicator did not reach its home position within the given time frame.

Possible causes:

- The applicator is jammed
- Applicators driven by compressed air: The air supply may be interrupted or switched off
- Cable not connected properly

**Measure** → Check cable and compressed air connections; reconnect them properly, if necessary.  
 → May the applicator move unhindered? – remove any obstacles.

**5201 Touch down**

**Status** The applicator did not reach its touch down position within the given time frame.

**Measure** → Check cable and compressed air connections; reconnect them properly, if necessary.  
 → May the applicator move unhindered? – remove any obstacles.

**5203 Touch down sens.**

**Status** The touchdown sensor(s) was/were already triggered before the application.

**Measure** → Check cable and compressed air connections; reconnect them properly, if necessary.

**5204 Start delay**

**Status** The device received another start signal during printing/applying a label.

Precondition: Parameter *APPLICATOR PARA >Start error stop* or *DP INTERFACE >Start error stop* is set to *On*.

**Measure** → Check the labelling procedure; increase the product distance.  
 → Set parameter *Start error stop* to *Off*.

**5205 Applicator gen.**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

**5206 Applicator resp.**

**Status** Communication with the AI exceeded a given time frame.

**Measure** → Switch the printer off and on again after half a minute. If the error still occurs after several trys, please contact our technical support.

**5207 Appl. driver 1**

**Status** Shortcut or overheat at power output 1 of the AI.

**Measure** → Check the connections.

**5208 Appl. driver 2**

**Status** Shortcut or overheat at power output 2 of the AI.

**Measure** → Check the connections.

**5209 Appl. driver 3**

**Status** Shortcut or overheat at power output 3 of the AI.

**Measure** → Check the connections.

**5210 Appl. driver 4**

**Status** Shortcut or overheat at power output 4 of the AI.

**Measure** → Check the connections.

**5500 Unknown**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

**5501 General**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

**5502 RFID internal**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

**5510 RFID COM timeout**

**Status** Timeout error. There was no communication between reader module and COM2 in the time slot where it should be performed.

**Measure**

- Repeat the operation, in the course of which the error occurred.
- Check, if the reader module board is connected correctly.
- Check if the reader module board is defective.

**5512 COM open failed**

**Status** There was a communication problem at COM2 while powering up the printer. The interface cannot be opened by the printer firmware – or it is used by another firmware part.

**Measure**

- Check, if COM2 is available (that is, if it is built-in).
- Check the function of the COM2 interface.

**5513 Get baud failed**

**Status** There was a communication problem between COM2 and reader module while powering up the printer. The baud rate of the reader module is not detected correctly by the printer firmware. Baud rate and/or parity and/or another setting of transmission parameters at the reader module is faulty.

**Measure**

- Check, if the reader module board is connected correctly.
- Check if the reader module board is defective.
- Check the setting of the transmission parameters at the reader module.

**5521 No transponder**

**Status** Either there is no transponder (=tag) or more than one transponder within reach of the antenna.

**Measure**

- Check the label material feeding; remove paper jam, if necessary.

**5522 Tag write err**

**Status** A transponder (=tag) cannot be written on for one of the following reasons:

- Faulty address: e.g. an attempt to write into a protected area.
- The tag is out of reach of the antenna, after it has already been recognized.
- Noise signals avoid the transmission.

**Measure**

- Check the system for the mentioned error causes and correct them.

**5523 Tag address err**

**Status** Faulty address: The address data targets beyond the logical or physical address range of the transponder.

**Measure**

- Change the address.

**5524 CMD not applicable****Status** A command cannot be interpreted by the transponder.**Measure** → Change or remove the command.**5525 Tag read err****Status** The plausibility test of the read data failed. Possible reasons are:

- The tag is out of reach of the antenna, after it has already been recognized.
- Noise signals avoid the transmission.

**Measure** → Check the system for the mentioned error causes and correct them.**5526 Tag select first****Status** A read or write command was given without selecting the transponder at first.**Measure** → Add a select command before using the read/write command.**5527 Tag RF comm err****Status** Transponder and reader are unable to communicate. Possible reasons are:

- More than one transponder is within reach of the antenna.
- No transponder is within reach of the antenna.

**Measure** → Check the label material feeding; eventually remove paper jam.**5528 EEPROM failure****Status**

- The reader cannot write on the transponder EEPROM.
- A faulty checksum was detected before writing on the EEPROM.

**Measure** → Repeat the writing attempt.

→ Try another transponder

**5529 Parameter range****Status** Faulty address. Transponders of the same type may have memory ranges of different sizes; according to this, the admissible addresses differ too.

The fault occurs, if a block address targets beyond the address range of the transponder.

**Measure** → Change the address.

→ Use a transponder with a wider address range.

**5530 Unknown CMD****Status** The reader doesn't support the used command.**Measure** → Change or replace the command.

**5531 Protocol length**

**Status** General software error

**Measure**  Please read the notes in section [General software errors](#).

**5532 CMD not avail.**

**Status** The sent command cannot be executed at the moment.

**Measure**  Check, if all system components match the specifications.

**5540 ISO error #1**

**Status** Faulty system configuration. Possible reasons may be:

- Faulty firmware version of the reader
- The applied transponders doesn't match the reader.

**Measure**  Firmwarestand des Readers überprüfen.

Die verwendeten Transponder mit der Spezifikation des Readers vergleichen, evtl. andere Transponder verwenden.

**5541 ISO error #2**

See [ISO error #1](#).

**5542 ISO error #3**

See [ISO error #1](#).

**5543 ISO error #15**

See [ISO error #1](#).

**5544 ISO error #16**

See [ISO error #1](#).

**5545 ISO error #17**

See [ISO error #1](#).

**5546 ISO error #18**

See [ISO error #1](#).

**5547 ISO error #19**

See [ISO error #1](#).

**5548 ISO error #20**

See [ISO error #1](#).

**5549 ISO error ???**

- See [ISO error #1](#).

**5550 Wrong tag type**

**Status** A transponder type was detected, which is not known by the reader – it cannot be used.

**Measure** → Use another transponder type, which is known to the reader.

**5551 Max Tags failed**

**Status** The maximum permissible number of invalid labels was reached. This value is to be set via parameter *SYSTEM PARAMETERS >Max Tags To Stop*.

||||→ Invalid labels are being printed on with diagonal stripes.

**Measure** → Find out, why the labels are invalid; put things right.  
→ Increase the maximum value.

**5590 Odd hex string**

**Status** A character string was sent to the transponder (Easy Plug command #RFS) and was ought to be interpreted hexadecimal (use #RFS with parameter "B"). For this, the character string must consist of an equal number of characters. This was not the case, what triggered this error message.

**Measure** → Send an equal number of characters.

**5600 Job without #Q**

**Status** The print job misses the declaration of the print amount (Easy-Plug command #Q).

**Measure** → Insert a #Q command with the print amount.

**6000 Param. incorrect**

**Status** Novram check sum error.

||||→ Check the setting of the printhead resistance (parameter "SYSTEM PARAMETER/ Head resistance") , before you press the Online button – possibly the value is faulty.

**Measure** → Confirm error by pressing the Online button. All parameters are set back to the factory settings.

**6001 Nov. prog. err.**

**Status** Error during allocation of main memory.

**Measure** → Switch printer off and then back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**6002 New prog. vers.**

**Status** Occurs after firmware update. The printer hereby reports that new firmware is available.

**Measure** → Confirm by pressing the Online button. All parameters are set back to the factory settings.

**6003 Memory error**

**Status** Error during partitioning of the main memory.

**Measure** → Switch printer off and then back on again after thirty seconds.  
→ Switch printer off and back on again after 30 sec. If the error message continues to appear, please contact the manufacturer.

**6004 Load H8 program**

**Status** Appears, when  
a) no valid H8 firmware is loaded  
b) after a forced start of the boot loader

**Measure** Case a)  
1. Press the Online button to confirm.  
2. Load H8 firmware.  
○ For details, refer to the service manual, topic section "Firmware", section "Loading the H8 system".  
Case b)  
→ Press the Online button to confirm.  
○ For details, refer to the service manual, topic section "Firmware", section "Loading the Firmware (using boot loader)".

**6005 Fixfont data**

**Status** Defective fixfonts.

**Measure** → Load the firmware new.  
○ Refer to the service manual, topic section "Firmware".

**6006 Speedofont data**

**Status** Defective speedo fonts.

**Measure** → Load the firmware new.  
○ Refer to the service manual, topic section "Firmware".

**6010 Printengine soft**

**Status** General software error.

**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).

**6101 No sensor found**

**Status** Error during the running of the "Sensor Test" service function.

**Measure**

- Acknowledge by pressing the on-line button.
- Contact service technician.

**6200 Filesystem regis**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**6201 File sys. format**

**Status** Error during formatting of the RAM disk or the Compact Flash Card.

**Measure**

- Switch printer off and then back on again after thirty seconds. If the error message continues to appear, please contact the manufacturer.

**6202 Drive open**

**Status** Accessing the CompactFlash card failed.

**Measure**

- Format the CompactFlash card using the PC card drive. Try again to write onto the card.
- Try another CompactFlash card.

**6203 Filesystem close**

**Status** Accessing the CompactFlash card failed.

**Measure**

- Format the CompactFlash card using the PC card drive. Try again to write onto the card.
- Try another CompactFlash card.

**6204 Disk directory**

**Status** Work directory cannot be opened.

**Measure**

- Acknowledge by pressing the Online button.
- Check designation existence of the work directory.

**6205 Write disk**

**Status** Error during writing on RAM disk or Compact Flash Card.

**Measure**

- Acknowledge by pressing the Online button.

**6206 Read disk**

**Status** Error during reading from RAM disk or Compact Flash Card.

**Measure**

- Acknowledge by pressing the Online button.

**6207 No file card**

**Status** Error during the carrying out of the "Compact Flash Test" service function: no Compact Flash Card found.

**Measure** → Acknowledge by pressing the Online button.

**6300 Out of memory**

**Status** Not enough free memory available, to load additional print jobs. The job buffer is completely filled with print jobs.

**Measure** → Delete spooler using the parameter SPECIAL FUNCTION/delete spooler.

**6301 Incomplete job**

**Status** The Easy Plug interpreter failed interpreting a certain print job to the end. The print job has possibly not been terminated by a #Q-command.

**Measure** → Check, if the print job is properly terminated with #Q.

**6310 Centr. Timeout**

**Status** The Easy Plug command #!Xn triggers a status acknowledgement via centronics Interface. But the PC doesn't pick up the supplied data.

**Measure** → Check the data line connecting printer and PC.

**6311 Centr. Timeout**

**Status** The Easy Plug command #!Xn triggers a status acknowledgement via centronics Interface. But the PC doesn't pick up the supplied data.

**Measure** → Check the data line connecting printer and PC.

**8001 Shared Memory**

**Status** General software error.

**Measure** → Switch printer off and then back on again after thirty seconds.

○ Please read the notes in section [General software errors](#).

**8002 Stream Buffer**

**Status** General software error.

**Measure** → Switch printer off and then back on again after thirty seconds.

○ Please read the notes in section [General software errors](#).

**8103 TrueDoc Font**

**Status** Error: font with the number given is not contained in the system.

**Measure** → Check font no., if necessary select another font.

**8104 Speedo alloc**

**Status** Fault while initializing the speedo fonts.

**Measure**

- Load firmware new.
- Refer to the service manual, topic section "Firmware".

**8105 Load TrueType**

**Status** Damaged font file.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Reload font file, if necessary select another font.

**8106 Fonttype wrong**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8107 Character set**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8108 Symbol set**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8109 TT-specifications**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8110 Unknown char.**

**Status** Character is not included in the character set (character set does not support all characters).

**Measure**

- Select another character / character set.

**8111 Stream type**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8112 Font not supp.**

**Status** The applied Truetype font is not supported by the system. Text, which uses this font, is ignored.

**Measure** → Use another Truetype font.

**8200 Fixfont number**

**Status** Incorrect fix font no.

**Measure** → Check fix font no., alter if necessary.

**8201 Font downl. full**

**Status** The font download buffer is full.

**Measure**

- Allocate more memory for the download buffer using the parameter „SYSTEM PARAMETERS/Font downl. area“.
- Rename some speedo-fonts on the CompactFlash-Card, you actually don't use. All speedo-fonts named fontxxx.spd (xxx = font no.) are being loaded into the font download buffer while system startup.
- For Details refer to the manual „Cards“, subject section „Using cards“, paragraph „CompactFlash card“.

**8202 Font deleted**

**Status** Attempt to access a font, which is no longer available on CF card or on RAM disk (font was deleted or renamed).

**Measure** → Check the label layout. Load the not available font or use another, available, font.

**8300 Bar code corr.**

**Status** Error: a bar code correction factor greater than +/- 25% has been selected.

**Measure** → Reduce correction factor.

**8301 Bar code data**

**Status** Incorrect bar code data. The bar code data is not permitted for the selected bar code type.

**Measure** → Use data permitted for the bar code type.

**8302 Barcode checksum**

**Status** Error during calculation of the bar code check sum.

**Measure**

- Check transmitted data.
- If the error continues to occur please contact the manufacturer. Send the transmitted Easy Plug data.

**8303 Bar code sample**

**Status** Error during calculation of the bar code sample.

**Measure** → Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

**8304 Bar c. plain-copy**

**Status** Error during integration of the plain-copy line in the bar code sample.

**Measure** → Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

**8305 Bar code print**

**Status** Error during calculation of the bar code print image.

**Measure** → Acknowledge by pressing the Online button.

**Measure** → Check whether the transmitted data is permitted for the bar code type; if necessary alter the data.

**8306 Plain-copy len.**

**Status** Illegal: bar code plain-copy line has more than 300 characters.

**Measure** → Reduce line length.

**8307 Readline dist.**

**Status** General software error.

**Measure** → Switch printer off and then back on again after thirty seconds.

○ Please read the notes in section [General software errors](#).

**8308 Bar code ratio**

**Status** Illegal bar code ratio.

**Measure** → Select another ratio.

**8309 Module range**

**Status** Maximum range of the bar code module exceeded.

**Measure** → Reduce module range.

**8310 Bar code element**

**Status** Bar code element exceeds the maximum permitted size of 253 dots (21 mm).

**Measure** → Reduce size of the bar code element.

**8311 Barcode table**

**Status** General software error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Please read the notes in section [General software errors](#).

**8400 PDF417 ECC**

**Status** Bar code PDF417: incorrect ECC level (Error Correction Level).

**Measure**

- Alter ECC level.

**8401 PDF417 Lines**

**Status** Bar code PDF417: illegal number of lines.

**Measure**

- Alter number of lines.

**8402 PDF417 Columns**

**Status** Bar code PDF417: illegal number of columns.

**Measure**

- Alter number of columns.

**8403 PDF417 Style**

**Status** Bar code PDF417: incorrect style.

**Measure**

- Alter style.

**8404 PDF417 Command**

**Status** Bar code PDF417: incorrect command.

**Measure**

- Acknowledge by pressing the on-line button.
- Check and alter commands.

**8405 PDF417 Size**

**Status** Bar code PDF417: incorrect size.

**Measure**

- Alter size.

**8406 PDF417 Details**

**Status** Bar code PDF417: incorrect details.

**Measure**

- Alter details.

**8407 PDF417 Coding**

**Status** Bar code PDF417: coding error.

**Measure**

- Switch printer off and then back on again after thirty seconds.
- Acknowledge by pressing the Online button.

**8500 Code 25Int len.**

**Status** Bar code Code 25 Interleaved: input line too long.

**Measure** → Shorten input line.

**8501 Postcode length**

**Status** Bar code postcode: illegal data length.

**Measure** → Check length of the transmitted data and set it to the permitted length.

**8600 EAN Length**

**Status** Bar code EAN: illegal data length.

**Measure** → Check length of the transmitted data and set it to the permitted length.

**8601 UPCE Numbers sys.**

**Status** Error: First data character of the transmitted data is not 0 or 1.

**Measure** → Alter first data character to 0 or 1.

**8700 IDM Data with 0**

**Status** Bar code IDM: data may not contain 0x0.

**Measure** → Correct data.

**8701 IDM Data length**

**Status** Bar code IDM: Illegal length of data string.

**Measure** → Check length of the transmitted data and bring it to the permitted length.

**8702 IDM Coding**

**Status** Bar code IDM: coding error.

**Measure** →

**8703 IDM Self-test**

**Status** Bar code IDM: error during self-test.

**Measure** →

**8704 IDM Init. error**

**Status** Bar code IDM: error during initialising.

**Measure** →

**8705 IDM rows/columns**

**Status** The input data does not match the given matrix or the number of rows/columns is invalid.

**Measure** → Change the number of rows/columns or the input data.

**8760 EAN128 field len**

**Status** The number of data after a data identifier does not correspond to the definition for this data identifier.

**Measure** → Change the number of data.

**8761 EAN128 Data type**

**Status** The data type (alphanumeric, numeric) after a data identifier does not correspond to the definition for this data identifier.

**Measure** → Change the data type.

**8762 EAN128 Ident.**

**Status** Invalid data identifier.

**Measure** → Change the data identifier.

**8800 Maxicode Mode**

**Status** Maxicode: faulty mode

**Measure** → Change mode.

**8801 Maxicode Sys no**

**Status** Maxicode: incorrect system no.

**Measure** → Correct system no.

**8802 Maxicode Zipcode**

**Status** Maxicode: incorrect zipcode.

**Measure** → Correct zipcode.

**8803 Maxicode Class**

**Status** Maxicode: faulty class code.

**Measure** → Correct class code.

**8804 Maxi. Sec. mess.**

**Status** Maxicode: secondary message has an illegal length.

**Measure** → Correct length of secondary message.

**8805 Maxicode Country**

**Status** Maxicode: faulty country code.

**Measure** → Correct country code.

**8830 Cod49 Datalength**

**Status** The user data string is too long. Not all characters can be coded in the bar code. The bar code is not printed.

**Measure** → Shorten the data string.

**8031 Cod49 wrong data**

**Status** The data string contains wrong characters. The bar code is not printed.

**Measure** → Correct the content of the data string.

**8850 Unknown filetype**

Graphic files with the extention declared in the Easy Plug command #YG are not supported.

**Measure** → Transform the graphics file into another file format or use another graphic in a supported format. Check, if the spelling of the file extention is correct.

**8851 Graphic open**

**Status** The graphics file declared in the Easy Plug #YG command cannot be found on the compactflash card. Possible reasons are:

- Path and/or designation of the graphics file stored on the compactflash card doesn't match the path and/or designation declared by the #YG command.
- The file is not available on the compactflash card.

**Measure** → Check if the spelling of the graphics file is the same both in the #YG command and on the compactflash card.

**8852 Graphic header**

**Status** A graphics file declared by a Easy Plug #YG command should be proceeded. The file header doesn't match the file.

**Measure** → The graphics file is possibly faulty. Check the file and replace it if necessary.

**8853 Graphic palette**

**Status** A graphics file declared by a Easy Plug #YG command should be proceeded. Error reading the graphics palette.

**Measure** → The graphics file is possibly faulty. Check the file and replace it if necessary.

**8854 Graphic read**

**Status** A graphics file declared by a Easy Plug #YG command should be proceeded. Error reading the file.

**Measure** → The graphics file is possibly faulty. Check the file and replace it if necessary.

**8856 Free store size**

**Status** The memory partition needed for loading and transforming of the graphics file is too small.

**Measure** → Enlarging the memory partition, that is increasing the value of the parameter "SYSTEM PARAMETER/ Free store size".

**8900 Codablock columns**

**Status** Bar code Codablock: illegal number of columns.

**Measure** → Correct number of columns.

**8901 Codablock rows**

**Status** Bar code Codablock: illegal number of rows.

**Measure** → Correct number of rows.

**8902 Codablock softw.**

**Status** Bar code Codablock: software error.

**Measure** →

**8903 Codablock infogr**

**Status** Bar code Codablock: info not in line.

**Measure** →

**8950 Logo open**

**Status** Failure when attempting to read a logo, which has previously been copied on RAM disk or on CompactFlash card (thus using Easy Plug command #DK).

**Measure** → Repeat loading the logo via #DK command.  
→ In cases of continuous occurrence of this error, please contact the technical support.

**8951 File format**

**Status** General software error.

**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).

**8952 Not installed****Status** General software error.**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**9000 Wrong errornum****Status** General software error.**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**9001 Software Error****Status** General software error.**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**9002 Software Error****Status** General software error.**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**9003 Print head type****Status** A wrong printhead type is selected in the printer menu.**Measure** → Correct the setting of the printhead type.  
○ Set the printhead type using parameter *SPECIAL FUNCTION >Printhead type*.**9004 Unexpected Error****Status** General software error.**Measure** → Switch printer off and then back on again after thirty seconds.  
○ Please read the notes in section [General software errors](#).**9005 No Printhead****Status** Printhead could not be detected. Possible causes:

- Printhead cable not connected
- Wrong printhead type
- Defective printhead cable
- Defective CPU board
- Printhead cable plugged into wrong connector on the CPU board

**Measure** → Check printhead cable, printhead and CPU board and replace defective parts.

**9007 Bad MAC Address**

<b>Status</b>	This error message is displayed, if an invalid MAC address is programmed to the CPU board. Valid means, the MAC address matches the range <i>00.0a.44.xx.xx.xx</i> . In this case, the network will not be initialised. To enable work with the network, a valid (Avery-) MAC address must be programmed on the board. This can only be done by an authorized service technician or by the manufacturer.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Acknowledge the status message by pressing the Online button. The printer will be starting, but cannot be used with a network.</li> <li>→ Contact the technical support for a new programming of the board's MAC address.</li> <li>→ If a new programming is not possible, exchange the CPU board.</li> </ul>

**9009 Temporary MAC**

<b>Status</b>	Temporary MAC address.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Acknowledge the status message by pressing the Online button. The printer will be starting and the network can be used.</li> <li>→ Contact the technical support for a new programming of the board's MAC address.</li> <li>→ If a new programming is not possible, exchange the CPU board.</li> </ul>

**9011 Bootloader ext.**

<b>Status</b>	Bootloader external device.
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ Load a valid application program.</li> </ul>

**9013 Head voltage**

<b>Status</b>	Faulty 5 V print head supply voltage. Possible causes are: <ul style="list-style-type: none"> <li>• <i>Only AP 5.4</i>: Printhead was connected to the wrong connector on the CPU board.</li> <li>• Short circuit, possibly is the printhead defective.</li> </ul>
<b>Measure</b>	<ul style="list-style-type: none"> <li>→ <i>Only AP 5.4</i>: Check if the printhead is connected to the correct connector on the CPU board. Change the connector, if necessary.</li> <li>→ Replace the printhead</li> </ul>

**9014 Motor voltage**

**Status** Faulty 45 V motor supply voltage. A possible cause is a short circuit, that is the printhead is defective.

**Measure** → Replace the printhead

**9015 Network init.**

**Status** Error during the network initialization.

**Measure** → Contact your network administrator.

**9016 DHCP Failed**

**Status** DHCP failed. This may happen, if parameter *INTERF. PARAM. > ETHERNEET PARAM. >IP Adressassign* is set to *DHCP*, but no IP-address can be drawn.

**Measure** → Contact your network administrator.

**9017 RTC read failed**

**Status** Error, while trying to read the realtime clock (RTC). Happens, if an Easy-Plug command to read out the RTC is sent, but no RTC is built in.

**Measure** → Check, if the printer is supplied with a RTC. To do so, print a status printout.

○ See parameter *INFO PRINTOUT >Printer status*

You find the actual date on the printout, below the header „Systemversion“, if a RTC is installed.

→ Check, if the error occurs repeatedly or sometimes.

If it occurs repeatedly:

→ AP 5.4: replace the CPU board.

64-xx / ALX 92x / DPM: Replace the RTC. If the error still occurs, replace the CPU board.

○ If the error occurs sometimes, please refer to the notes in section [General software errors](#).

**9018 #!CA wrong Pos.**

**Status** The *#!CA* command is placed at an inadmissible position – the Easy-Plug interpreter can not proceed the command at this position (e. g. during the loading of files onto a CF card).

**Measure** → Call the *#!CA* command at an admissible position.